



**Housekeeper**  
**Examination Announcement**  
**California Department of Veterans Affairs**  
*Sub-Divisional Open Examination for the Following Location(s):*  
*Veterans Homes of California –West Los Angeles*

Final Filing Date: September 28, 2011

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| <b>AN EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER</b> | Equal opportunity to all regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age, or sexual orientation.   |
| <b>WHO SHOULD APPLY:</b>                        | Candidates who meet the minimum qualifications as stated below may apply for this examination. Once you have taken the examination, you may not reapply for twelve (12) months. All applicants must meet the education and/or experience requirements as stated on this examination announcement.  |
| <b>HOW TO APPLY:</b>                            | <p>Applicants may apply via mail or hand deliver the application to the Human Resources Division at the address listed below.</p> <p>California Department of Veterans Affairs<br/>Attn: Zainab Morales<br/>1227 O Street Room 404<br/>Sacramento, California 95814</p> <p>All mailed applications must be postmarked no later than the final filing date or will not be accepted for any reason. Applications that are personally delivered or sent via interoffice mail must be received at the above address before the close of business 5:00 p.m. on the final filing date or will not be accepted for any reason.</p> <p>Submit applications only to address indicated above. <b>Do not submit to the State Personnel Board.</b></p> <p><b>NOTE:</b> Only applications with original signature will be accepted. Facsimiles (FAX) or emailed applications will not be accepted under any circumstance.</p> |
| <b>APPLICATION REQUIREMENTS</b>                 | <p>It is your responsibility to make sure you meet the education and/or experience requirements stated on this announcement on the date you submit your application. Your signature on your application indicates that you have read, understood, and possess the basic qualifications required. Accepted applicants are required to bring either a photo identification card or two forms of signed identification to each phase of the examination.</p> <p><b>NOTE:</b> All applications/resumes must include: “to” and “from” date (month/day/year); time base; and class title. College course information <b>must</b> include title, number of semester or quarter units, name of institution, completion dates, and degree (if applicable). Applications/resumes received without this information may be rejected.</p>  |
| <b>SALARY RANGE</b>                             | \$2,098.00 – \$2,549.00  |
| <b>THE POSITION</b>                             | Under direction, in the California Veterans’ Home and Medical Center, to perform general housekeeping work not involving cooking; to supervise patients or inmates in such work; may instruct, lead, or supervise wards, or resident workers; and do other related work.   |
| <b>SPECIAL PERSONAL CHARACTERISTICS</b>         | Willingness to work at a Veterans Home & Medical Center facility, sympathetic understanding of patients, and neat personal appearance.   |
| <b>SPECIAL TESTING ARRANGEMENTS</b>             | If you have a disability and need special testing arrangements, mark the appropriate box on the “Examination Application”. You will be contacted to make special arrangements. If you have any questions, you may contact the CDVA Examination Unit at (916) 653-2535.   |

See Reverse Side for Additional Information

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| MINIMUM QUALIFICATIONS         | One year of housekeeping experience.  |
| KNOWLEDGE SKILLS AND ABILITIES | <p><b>Scope of the Examination:</b></p> <p><b>Knowledge of:</b></p> <ol style="list-style-type: none"><li>1. Intermediate knowledge of methods, materials, and equipment used in general housekeeping work to ensure proper facility upkeep.</li><li>2. Basic knowledge of chemicals and cleaning supplies (e.g., polishes, disinfectants, stain removers, degreasers, window cleaners, soap, etc.) used in general housekeeping work to effectively and safely store and apply chemicals.</li><li>3. Advanced knowledge of safety and sanitation measures used in the operation, cleaning, and care of equipment and work areas used in the upkeep of building interiors and/or exteriors.</li><li>4. Basic knowledge of various cleaning tools (e.g., scrapers, scrub brushes, mops, brooms, buckets, ladders, sponges, untreated cloths, rubber gloves, safety goggles, aprons, etc. )in order to perform assigned housekeeping duties.</li><li>5. Basic knowledge to operate small utility vehicles in order to haul various tools, equipment, trash, etc from different locations within the Veterans Home.</li></ol> <p><b>Skills in:</b></p> <ol style="list-style-type: none"><li>1. Skill in performing such work to ensure proper facility upkeep within the Veterans Home.</li><li>2. Skill in following written and verbal directions/instructions in order to carry out assigned duties.</li><li>3. Skill in the proper use and/or application of various cleaning solutions (e.g., polishes, disinfectants, stain removers, degreasers, window cleaners, soaps, etc.)in order to ensure proper facility upkeep.</li><li>4. Skill in the proper use of various cleaning tools (e.g., scrapers, scrub brushes, mops, brooms, buckets, ladders, sponges, untreated cloths, rubber gloves, safety goggles, aprons, etc.) in the upkeep of building interiors and/or exteriors.</li><li>5. Skill in working while standing on ladders to wash windows, clean vents, change draperies/curtains, etc. in order to perform assigned duties.</li><li>6. Skill in loading materials (e.g., cleaning supplies, trash receptacles, paper waste, etc.) on and off vehicles in a safe manner.</li></ol> <p><b>Ability to:</b></p> <ol style="list-style-type: none"><li>1. Ability to understand and follow direction both verbal and written in order to successfully perform functions of the job.</li><li>2. Ability to read and write at a level appropriate to the classification in order to effectively perform functions of the job.</li><li>3. Ability to communicate effectively in order to successfully perform functions of the job.</li><li>4. Ability to work independently with minimal guidance and as a member of a team to ensure completion of assigned tasks.</li><li>5. Ability to work courteously and cooperatively with others, utilize acceptable work habits and meet established production standards.</li><li>6. Ability to use and/or operate light vehicles in a safe manner and in order to carry out assigned tasks.</li><li>7. Ability to verify inventory, materials, tools and equipment to accurately track on-hand materials and/or submit requisitions to the purchasing authority.</li><li>8. Ability to read and understand product directions, warnings, and operation manuals in order to ensure safe and proper use.</li><li>9. Ability to communicate well with supervisors, residents, staff and others in order exchange information and/or provide direction.</li></ol> |
| EXAMINATION PLAN               | <p>This examination will consist of a qualification appraisal interview only. In order to obtain a position on the eligible list, a minimum rating of a 70% must be attained in the interview. <b>COMPETITORS WHO DO NOT APPEAR FOR THE INTERVIEW WILL BE DISQUALIFIED.</b> Accepted applicants are required to bring either a photo identification card or two forms of signed identification to the interview.</p> <p><b>Qualifications Appraisal – Weighted 100%</b></p> <p>If conditions warrant, this examination may utilize an evaluation of each candidate’s experience and education compared to a standard</p>  |

See Reverse Side (Page 3) for Additional Information

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| <b>Cont:</b><br><b>EXAMINATION PLAN</b>            | developed from the class specification. For this reason, it is developed from the class specification. For this reason, it is especially important that each candidate take special care in accurately and completely filling out his/her application. List all experience relevant to the "Requirements for Admittance to the Examination" shown on this announcement, even if that experience goes beyond the seven-year limit printed on the application. Supplementary information will be accepted but read the "Requirements for Admittance to the Examination" carefully to see what kind of information will be useful to the staff doing the evaluation. |
| <b>EXAMINATION DATE AND LOCATION</b>               | It is anticipated that testing will take place in October/November 2011 at the Veterans Home of California, West Los Angeles.   |
| <b>ELIGIBLE LIST INFORMATION</b>                   | The resulting eligible list will be used to fill vacancies at the Veterans Home of California, West Los Angeles. The list will be abolished 12 months after it is established unless the needs of the service and conditions of the list warrant a change in this period.   |
| <b>VETERANS PREFERENCE POINTS / CAREER CREDITS</b> | Veterans preference credit will be added to the final score of all competitors who are successful in this examination and who qualify for and have requested these points. Due to changes in the law, which were effective January 1, 1996, VETERANS WHO HAVE ACHIEVED PERMANENT CIVIL SERVICE STATUS ARE NOT ELIGIBLE TO RECEIVE VETERANS CREDITS.   |

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| <p style="text-align: center;"><b>General Information</b></p> <p><b>For an examination with a written feature</b>, it is the candidate's responsibility to contact <b>Human Resources in Sacramento, California, (916) 653-2535</b>, three days prior to the written test date if he/she has not received his/her notice of appointment.</p> <p><b>For an examination without a written feature</b>, it is the candidate's responsibility to contact <b>Human Resources in Sacramento, California, (916) 653-2535</b>, three weeks after the final filing date if he/she has not received his/her notice.</p> <p><b>The testing department</b> reserves the right to revise the examination plan to better meet the needs of the service, if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service laws and rules and all competitors will be notified.</p> <p><b>Candidates needing special testing arrangements</b> due to a disability must mark the appropriate box on the application and/or contact the testing department at (916) 653-2535.</p> <p><b>Examination Locations:</b> When a written test is part of the examination, it will be given in such places in California as the number of candidates and conditions warrant. However, locations of interviews or performance evaluations may be limited or extended as conditions warrant.</p> <p><b>If a candidate's notice</b> of oral interview or performance test fails to reach him/her 3 days prior to their scheduled appointment due to a verified postal error, he/she will be rescheduled upon written request.</p> <p><b>Applications are available</b> at <a href="http://www.jobs.ca.gov">www.jobs.ca.gov</a>, State Personnel Board offices, local offices of the Employment Development Department and the testing department on this job bulletin.</p> <p><b>If you meet the requirements</b> stated on this bulletin, you may take this examination, which is competitive. Possession of the entrance requirement does not assure a place on the eligible list. Your performance in the examination will be compared with the performance of the others who take this test, and all candidates who pass will be ranked according to their scores.</p> <p><b>General Qualifications:</b> Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open examinations, investigation may be made of employment records and personal history and fingerprinting may be required.</p> <p><b>Eligible Lists:</b> Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) sub-divisional promotional, 2) departmental promotional, 3) multi-departmental promotional, 4) service-wide promotional, 5) departmental open, 6) open. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in one to four years unless otherwise stated on the bulletin</p> <p><b>Promotional Examinations Only:</b> Competition is limited to employees who have a permanent civil service appointment and military veterans that meet all the minimum qualifications. Under certain circumstances, other employees may be allowed to compete under provisions of Rules 234, 235, and 235.2. State Personnel Board Rules 233, 234, 235, 235.2, and 237 contain provisions regarding civil service status and eligibility for promotional examinations. These rules may be reviewed at departmental personnel offices, at the State Personnel Board office or <a href="http://www.jobs.ca.gov">www.jobs.ca.gov</a>.</p> <p><b>If High School Equivalence is Required:</b> Equivalence to completion of the 12th grade may be demonstrated in any one of the following ways: 1) passing the General Educational Development (GED) Test; 2) completion of 12 semester units of college work; 3) certification from the State Department of Education, a local school board, or high school</p> |  |
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*See Reverse Side (Page 4) for Additional Information*

**General Information, Continued**

authorities that the candidate is considered to have education equivalent to graduation from high school; 4) for clerical and accounting classes, substitution of business college work in place of high school on a year-for-year basis. **NOTE: For peace officer classifications please refer to the testing department for special requirements.**

**Veterans' Preference Points:** California Law (Government Code 18971-18978) allows the granting of Veterans' Preference Points in Open entrance and Open, Non-Promotional entrance examinations. Veterans' Preference Points will be added to the final score of all competitors who are successful in these types of examinations, and who qualify for and have requested these points by mail. **In Open (only) entrance examinations, Veterans' Preference Points are granted as follows:** 10 points for veterans, widows, and widowers of veterans, and spouses of 100% disabled veterans; and 15 points for disabled veterans. **In Open, Non-Promotional entrance examinations, Veterans' Preference Points are granted as follows:** 10 points for veterans and 15 points for disabled veterans. Employees who have achieved permanent State civil service status are not eligible to receive Veterans' Preference Points. Permanent State civil service status means the status of an employee who is lawfully retained in his/her position after completion of the applicable probationary period. This includes permanent intermittent, part-time, and full-time appointments. In addition, individuals who at any time achieved permanent State civil service status and subsequently resigned or were dismissed from State civil service are not eligible to receive Veterans' Preference Points. Veteran status is verified by the State Personnel Board (SPB). Directions to apply for Veterans' Preference Points are on the Veterans' Preference Application (STD. Form 1093) which is available at [www.spb.ca.gov](http://www.spb.ca.gov) or from the State Personnel Board, 801 Capitol Mall, Sacramento, CA 95814 and the Department of Veterans Affairs.

**Career Credits:** In open, non promotional examinations, career credits are granted to: 1) State employees with permanent civil service status, 2) full-time employees of the state who are exempt from State civil service pursuant to the provisions of Section 4 of Article VII of the California Constitution, and who meet all qualification requirement specified by the Board and have 12 consecutive months of service in an exempt position, and 3) individuals who have served one full year in, or are graduates of, the California Conservation Corps (eligibility shall expire 24 months after graduation from the California Conservation Corps). Three points are added to the final test score of those candidates who meet the above criteria, and who are successful in the examination. Such examinations cannot be for managerial positions described in Government Code Section 3513. Competitors not currently employed in state civil service who have mandatory reinstatement rights may also be eligible for career credits, but they must explain their service status in the appropriate section of the application Form 100-678. (Section 4 of Article VII of the California Constitution is posted at the State Personnel Board, 801 Capitol Mall and Sacramento).

**Felony Disqualification:** You are disqualified from being employed as a peace officer if: (1) You have been convicted of a felony in California or any other state; (2) you have been convicted of any offense in any other state which would have been a felony if committed in California; (3) you have been charged with a felony and adjudged by a superior court to be mentally incompetent; (4) you have been adjudged addicted or in danger of becoming addicted to narcotics, convicted, and committed to a State institution. If you have been convicted of a felony, you may be allowed to participate in this examination if your conviction(s): (1) has/have been sealed under Penal Code Section 851.7, 851.8, 1203.45, or Health and Safety Code Section 11361.5; (2) has/have been expunged or is/are expugnable pursuant to Health and Safety Code Section 11361.5 regarding marijuana offenses; (3) was/were stipulated or designated to be a lesser included offense of marijuana possession under Health and Safety Code Section 11557 or 11366.

**TTY** is Telecommunications Device for the Deaf and is reachable only from phones equipped with a TTY Device. **(916) 653-1966.** California Relay Service for Hearing Impaired Only **(800) 735-2929.**

It is an objective of the state of California to achieve a drug-free state work place. Any applicant for state employment will be expected to behave in accordance with this objective because the use of illegal drugs is inconsistent with the law of the state, the rules governing civil service and the special trust placed in public servants.

*End*